

HOW TO

Manage Hardware Relationships

Audience: Hardware CI Owners, Application CI Owners

This guide explains the steps necessary to add, remove, and change a hardware relationship to an application in the ServiceNow CMDB.

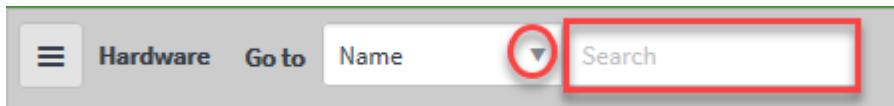
A relationship in the CMDB consists of two CIs (Parent and Child) and a relationship type. We consider the application to be a Child to the hardware Parent (typically a server) on which it runs.

How to Add an Application Relationship to Hardware

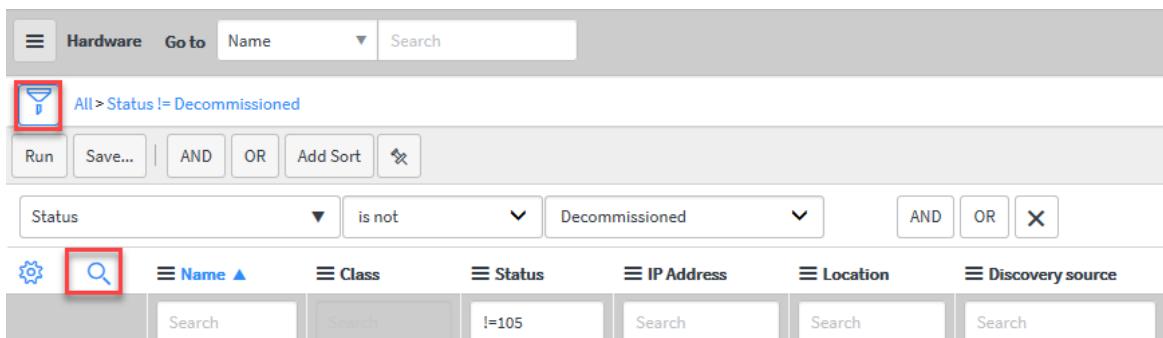
1. Search for the hardware you need within the *All Hardware* list view or within one of the specific hardware class or subclass list views.
2. Open the hardware CI record from the search results.

If you don't see the hardware you need in the initial search results, you can:

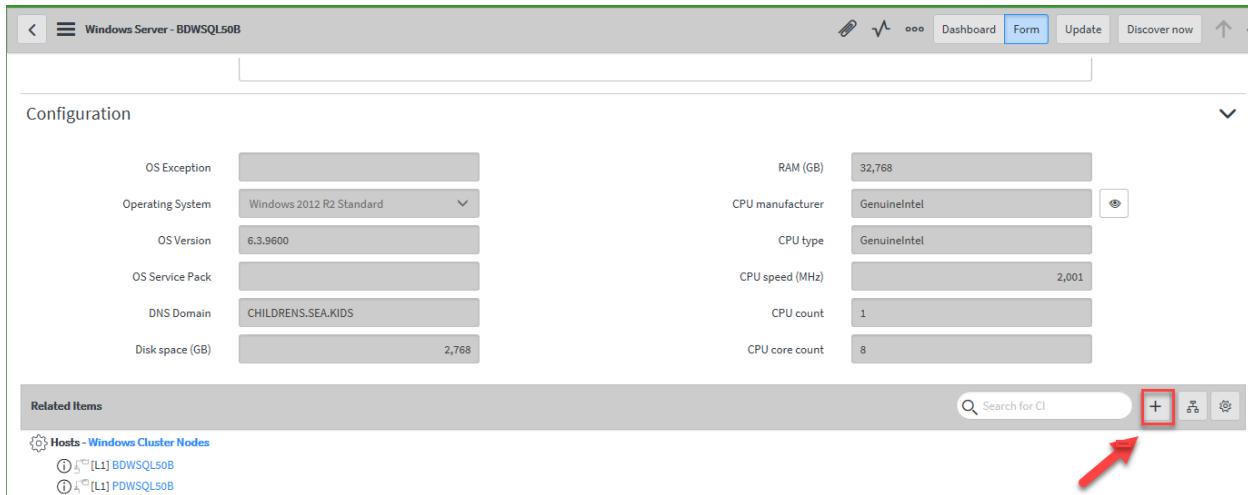
- Search by Name or other criteria using the **Go to** dropdown menu.



- Refine the search conditions within the filter ().
- Search by specific fields displayed in the list view by selecting the **Show Column** and **Search Row** icon () to reveal the filter boxes per column.

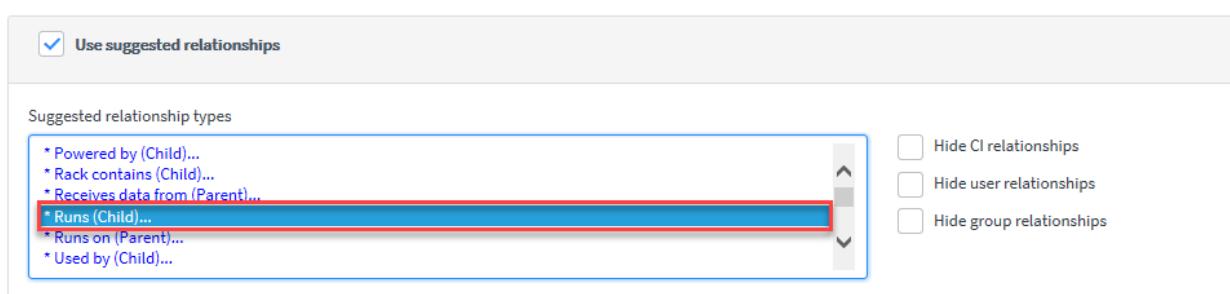


3. On the opened hardware record, scroll down to the *Related Items* section header, and click the **+** icon to open the Relationship Editor.



The screenshot shows the 'Configuration' section of a hardware record. Below it is the 'Related Items' section, which contains a list of hosts: 'Hosts - Windows Cluster Nodes' with entries for 'BDWSQL50B' and 'PDWSQL50B'. To the right of the list is a search bar and a red box highlights the '+' button, which is used to add new relationships.

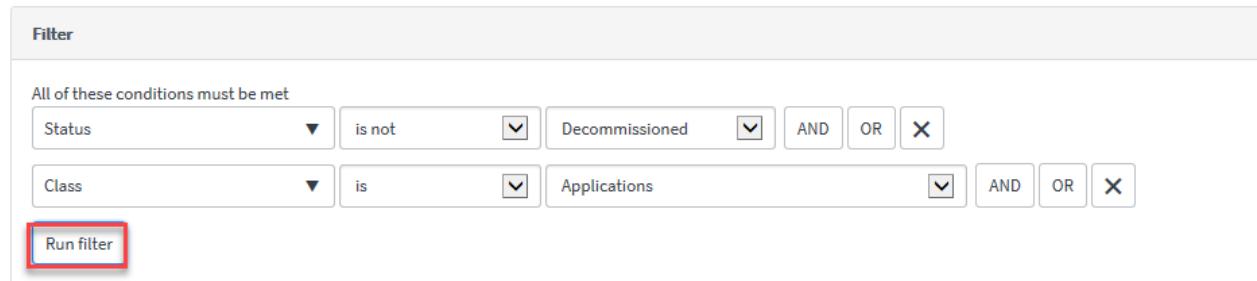
4. In the Relationship Editor, choose **Runs (Child) . . .** as the Relationship Type.



The screenshot shows the Relationship Editor with the 'Use suggested relationships' checkbox checked. In the 'Suggested relationship types' list, the 'Runs (Child) . . .' option is highlighted with a red box and selected. To the right of the list are three checkboxes: 'Hide CI relationships', 'Hide user relationships', and 'Hide group relationships', all of which are unchecked.

The *Filter* section refreshes to the default criteria for this hardware and relationship type.

The two conditions most useful to find all active applications are *Status is not Decommissioned AND Class is Applications (plural)*.



The screenshot shows the 'Filter' section with the following criteria: 'Status' is not 'Decommissioned' AND 'Class' is 'Applications'. A red box highlights the 'Run filter' button at the bottom of the filter panel.

In the *Configuration Items* section (below the *Filter* section) find all the application records that meet the filter conditions.

5. If you don't see the application you need, you can:
 - Add one or more conditions to the filter, and click the **Run filter** button.
 - Search by displayed fields in the *Configuration Items* section by selecting the **Show Column and Search Row** icon (🔍) (circled in screenshot below).
6. In the *Configuration Items* section, click the checkbox to the left of the application you want to associate with your hardware.
7. On the *Relationships* section header (below the *Configuration Items*), click the **+** icon on the right side.

Configuration Items

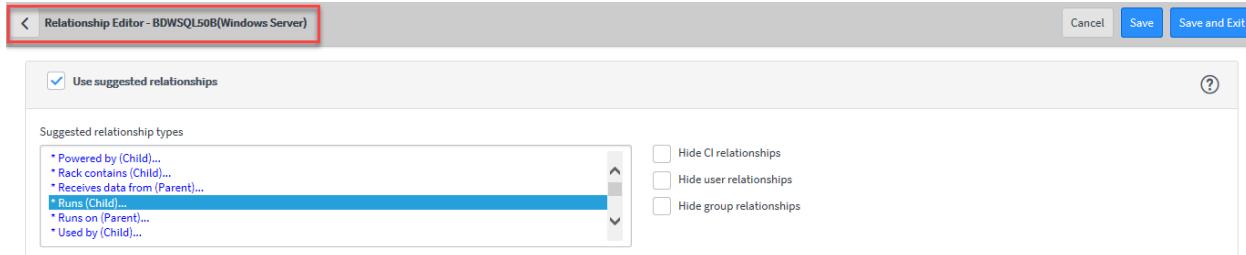
  Name ▲	Class	Status(install_status)	IP Address	Location	Updated	Updated by
<input type="checkbox"/> SQL	Search	Search	Search	Search	Search	Search
<input checked="" type="checkbox"/> SQL Server	Applications	Installed			2018-03-02 08:46	kharr8
<input type="checkbox"/> SQL Server 2008	Applications	Installed			2018-04-20 13:41	ahart1
<input type="checkbox"/> SQL Server 2014	Applications	Installed			2018-03-02 08:39	kharr8
<input type="checkbox"/> SQL Server 2016	Applications	Implementing			2018-03-02 09:15	kharr8
<input type="checkbox"/> SQL Server Diagnostic Manager	Applications	Installed			2018-03-02 09:50	kharr8
<input type="checkbox"/> SQL Server Management Studio	Applications	Installed			2018-03-02 09:51	kharr8
<input type="checkbox"/>						

Relationships    

The *Relationships* section now displays the new application relationship.

8. Click **Save**, or **Save and Exit** to return to the main hardware form.

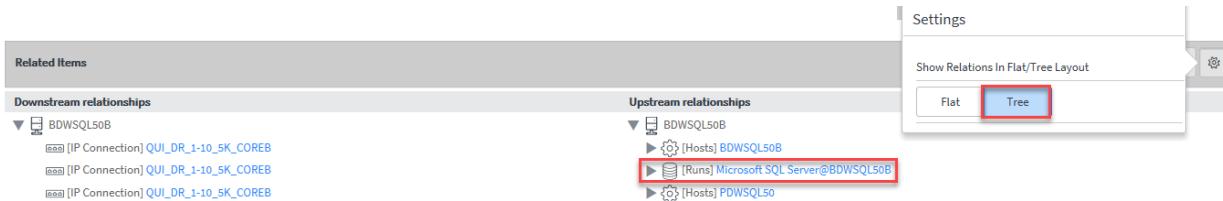
(!) Caution: If you don't save and then return to the main form by clicking the **Back** arrow at the top of the Relationship Editor, the relationship changes will **not** be saved.



On the main hardware form, the relationship you just added displays in the *Runs . . .* section of the **Related Items** tab.



To quickly see relationships grouped by type, select the *Tree View* from the Settings Wheel.



How to Remove an Application Relationship to Hardware

1. On the hardware CI form, scroll down to the *Related Items* section header, and click the **+** icon to open the Relationship Editor.
2. Select **Runs (Child) . . .** as the Relationship Type.
3. In the *Relationships* section at the bottom of the Relationship Editor, select the checkbox to the left of the application relationship you want to remove.
4. On the right side of the *Relationships* section header, click the trashcan **Delete** icon.



The application relationship disappears from the Relationships list.

5. Click **Save** to save your deletion. If you made a mistake, click **Cancel**.

How to Change an Application Relationship to Hardware

To change the relationship showing which application runs on this hardware, you must delete the existing relationship and then create a new one.

1. Follow the [*How to Remove an Application Relationship to Hardware*](#) directions to remove the existing relationship.
2. Follow the [*How to Add an Application Relationship to Hardware*](#) directions to add the new relationship.